

**PETITION FOR EXTENSION OF TIME UNDER 37 CFR 1.136(a)**  
**(Large Entity)**

Docket No.  
**6065-77526**

In Re Application Of: **Eric James**

Serial No.  
**09/584,306**

Filing Date  
**05/31/2000**

Examiner  
**Nguyen, Quynh H.**

Group Art Unit  
**2642**

Invention: **SYSTEM AND METHOD FOR CHANGING ENTITY CONFIGURATION INFORMATION WHILE  
AUTOMATICALLY MONITORING AND DISPLAYING SUCH INFORMATION IN A CALL CENTER**

**RECEIVED**

**JUN 09 2004**

TO THE COMMISSIONER FOR PATENTS:

**Technology Center 2600**

This is a request under the provisions of 37 CFR 1.136(a) to extend the period for filing a response to the Office Action  
of **01/27/2004** above-identified application.  
*Date*

The requested extension is as follows (check time period desired):

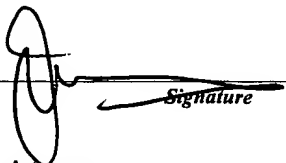
☐ One month    ☒ Two months    ☐ Three months    ☐ Four months    ☐ Five months

from: **4/27/2004**  
*Date*

until: **6/27/2004**  
*Date*

The fee for the extension of time is **\$420** and is to be paid as follows:

- ☐ A check in the amount of the fee is enclosed.  
☒ The Director is hereby authorized to charge any fees which may be required, or credit any overpayment, to  
Deposit Account No. **03-2470**  
☒ If an additional extension of time is required, please consider this a petition therefor and charge  
any additional fees which may be required to Deposit Account No. **03-2470**

  
*Signature*

**Jon P. Christensen**  
Reg. No. 34,137

Dated: **June 2, 2004**

**06/08/2004 DENMANU1 00000142 032470 09584306**  
**02 FC:1252 420.00 DA**

I certify that this document and fee is being deposited  
on **6/02/2004** with the U.S. Postal Service as  
first class mail under 37 C.F.R. 1.8 and is addressed to the  
Commissioner for Patents, P.O. Box 1450, Alexandria, VA  
22313-1450.

  
*Signature of Person Mailing Correspondence*

**Abby Boone**

*Typed or Printed Name of Person Mailing Correspondence*

CC: